

OHA Wheelchair Repair Case Report - September

September 24, 2024

CRT & Wheelchair Repair Advisory Council Meeting

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Introduction

What is the Office of the Healthcare Advocate?

- Created in 1999 as the Office of the Managed Care Ombudsman
- Name changed in 2005 to Office of the Healthcare Advocate
- Staff of Nurse Consultants, Attorneys, Paralegals, and other professionals
- Assist Connecticut consumers with healthcare and health insurance issues
 - e.g., Doctor orders a procedure but insurance doesn't think it's necessary
- Free of charge to the consumer

OHA in Public Act 24-58

New Statutory Duties

On and after July 1, 2024, the Office of the Healthcare Advocate, in consultation with the Department of Consumer Protection, shall **maintain a phone number and electronic mail address** to be **posted conspicuously on the Internet web sites of the Office of the Healthcare Advocate** and the department, **to receive and record complaints** regarding timely repair issues. Not later than January 1, 2025, and annually thereafter, the Healthcare Advocate shall **submit a report** to the joint standing committees of the General Assembly having cognizance of matters relating to general law, human services and insurance regarding the complaints received and recorded pursuant to this subsection. (Public Act 24-58 Sec. 2(c)) (emphasis added)

OHA in Public Act 24-58

New Statutory Duties

There is established a complex rehabilitation technology and wheelchair repair advisory council to **monitor repairs** of wheelchairs, including complex rehabilitation technology wheelchairs, as defined in section 1 of this act, and to **make recommendations** concerning improving repair times.

The advisory council shall consist of the following members: ... The Healthcare Advocate, or the Healthcare Advocate's designee; ...

(Public Act 24-58 Sec. 4(a), (b)(8)) (emphasis added)

OHA Process

Receive and Record Complaints

When was the request made?

To which company?

When did the company respond?

When was the assessment?

When were parts ordered?

When were parts received?

When was prior authorization requested?

When was prior authorization determined?

When was the repair been completed?

OHA Process

Assist Consumers with their Healthcare-related Issues

- Receive and record complaints
- Assist consumers by participating in and advocating for the resolution of their healthcare-related issue
 - Collect HIPAA release
 - Refer complaint to wheelchair company, DSS, commercial insurance, or other party as appropriate
 - Request and receive information about case
 - Advocate for consumer's rights

Interim Data Reporting

July 1, 2024 – September 18, 2024

- 7 total complaints
- 1 complaint regarding NuMotion and NSM phone messages
- 1 complaint regarding a request made prior to July 1, 2024
 - (Request made 4/30/2024, repair completed 8/20/2024, 112 days)
- 1 complaint in which the consumer did not respond to inquiries for details
- 4 cases identify an inquiry after July 1, 2024
- No consumers returned a HIPAA form

Interim Data Reporting – 4 cases after 7/1

July 1, 2024 – September 18, 2024

- 1st case: request made 7/22, repair completed 9/13 (53 days)
- 2nd case: request made 7/31, repair completed 8/2 (2 days)
- 3rd case: request made 8/14, not known if repair completed (35 days)
- 4th case: request made 9/3, not known if repair completed (15 days)

Thank You

Questions?

The Office of the Healthcare Advocate is here for YOU

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